

IN THE CLAIMS:

1. (Currently Amended) A customer communication service system, comprising:

a) a call processing network for enabling communications between a voice client and an agent having an interface connected to a network said call processing having a workflow manager connected to a global data communications network for managing workflow, receiving and distributing media events, and servicing client requests from the global data communications network;

~~b) means for connecting voice client communications to the call processing network;~~

~~c) means for connecting geographically distributed agent communications from multiple call center sites to the call processing network; and~~

~~d) the call processing network for enabling communications between a web client and an agent having a data network interface connected to a global data communications network;~~

~~e) means for connecting web client communications to the call processing network via the global data communications network by voice and at least one other means selected from the group consisting of e-mail message transmission means, chat message transmission means, facsimile transmission means, digital video transmission means and digital voice transmission means; and~~

~~——— f) means for connecting geographically distributed agent communications from multiple call center sites to the call processing network via the global data communications network.~~

2. (Currently Amended) The customer communication service system of claim 1, wherein the network interface of the call processing network comprises an a Telephony Switching

Apparatus switch connected to the network for receiving voice client communications and telephony resource nodes connected to the network for distributing voice client communications to agents, ~~the~~ said Telephony Switching Apparatus switch coupled to said ~~being connected to~~ telephony resource nodes.

3. (Canceled)

4. (Currently Amended) The customer communication service system of claim 1, wherein the call processing network further comprises:

a) a shared disk cluster for storing data connected to cluster servers, the cluster servers connected to a call processing network LAN;

b) telephony and real-time services server computers connected to the call processing network LAN for providing voice processing service control, maintaining application state, load sharing, redundancy and fault recovery;

c) the telephone network interface comprising an Telephony Switching Apparatus switch and telephony resource nodes, the Telephony Switching Apparatus switch connected to ~~the~~ a voice communications network, telephony resource nodes, and the call processing network LAN, the telephony resource nodes connected to the voice communications network, the Telephony Switching Apparatus switch, and the call processing network LAN;

d) a firewall connected between the global data communication network and workflow management computer servers; and

e) the workflow management computer servers connected to the firewall and the call processing network LAN for managing workflow, receiving and distributing media events, and servicing client requests from the global data communications network.

5. (Currently Amended) The customer communication service system of claim 4, wherein the Telephony Switching Apparatus switch is connected to the voice communications network by a plurality of sharable voice trunk lines.

6. (Currently Amended) The customer communication service system of claim 4, wherein the telephony resource nodes are connected to the voice communications network by a plurality of sharable voice trunk lines.

7. (Original) The customer communication service system of claim 4, wherein the Telephony Switching Apparatus switch is connected to the telephony resource nodes by a plurality of sharable voice trunk lines.

8. (Previously Presented) The customer communication service system of claim 4, wherein each telephony resource node is connected by a voice recognition unit link.

9. (Original) The customer communication service system of claim 4, wherein the telephony resource nodes are adapted to provide at least one function selected from the group consisting of playing recorded audio announcements to callers, collecting dual tone multi-frequency

digit strings from callers, providing Voice/Internet Protocol to agents using a high bandwidth Internet connection, playing music to calls queued by an Telephony Switching Apparatus switch, collecting information from callers via speech recognition, providing callers with voice mail, and facsimile receipt and delivery.

10. (Original) The customer communication service system of claim 4, wherein the telephony and realtime services server computers provide at least one function selected from the group consisting of real-time voice processing, maintaining application state, redundancy, load sharing, and fault recovery.

11. (Original) The customer communication service system of claim 4, wherein the workflow management computer servers are adapted to provide at least one function selected from the group consisting of provisioning system services, billing, accounting, web services, maintaining databases, and transferring client data to agents via the global data communications network.

12. (Original) The customer communication service system of claim 1, further comprising a customer site comprising:

- a) an Telephony Switching Apparatus switch connected to the telephone network for connecting to the telephone network interface of the call processing network;
- b) means for connecting agent communications to the telephone network; and
- c) means for connecting agent communications to the global data communications network.

13. (Original) The customer communication service system of claim 12, wherein the Telephony Switching Apparatus switch is connected to the telephone network by a plurality of sharable voice trunk lines.

14. (Original) The customer communication service system of claim 1, wherein the means for connecting voice client communications to the telephone network is selected from the group consisting of facsimile transmission means and voice transmission means.

15. (Canceled)

16. (Original) The customer communication service system of claim 1, wherein the global data communications network comprises the Internet.

17-37 (Canceled)

38. (New) A customer communication workflow management system, comprising:
a workflow manager for receiving a customer media event, identifying attributes of said media event and associating values therewith; and
a database of available agent attributes associated with said workflow manager, said workflow manager associating attributes of said media event with said agent attributes for the purpose of associating an available agent with a customer media event.

39. (New) The system as recited in Claim 38 further comprising said workflow manager receiving a plurality of media events.

40. (New) The system as recited in Claim 38 wherein said media event is selected from the group consisting of voice, voice mail, fax, email, on-line chat, self-help support, web-based support, Internet protocol telephony and video, and paper correspondence.

41. (New) The system as recited in Claim 38 wherein said agent attributes are selected from the group consisting of availability, skill level, time since last call, seniority, and previous history with customer.